

LEAD ENTERPRISE NETWORK TECHNICIAN

Purpose:

To actively support and uphold the City's stated mission and values. To plan, organize and lead the activities within the Communication Technical Center in accordance with the Information Technology Department's stated Goals and Objectives; to provide technical advice to the Network Operations Supervisor concerning the planning and management of the City's telecommunication systems and infrastructure; and to perform a variety of technical duties relative to the design and operation of the telecommunications network. Coordinate the day-to-day operation and staff of the Network Operations Technical Center.

Supervision Received and Exercised:

Receives general supervision from the Network Operations Supervisor or from other supervisory or management staff.

Exercises lead supervision over technical staff.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Engineer, oversee and document the installation, operation, and repair of communications equipment including radio base station equipment, portable and fixed mobile radios, subscriber equipment, microwave equipment, telephone systems, data communication systems, and display systems
- Supervise the administration of the radio system including the development of templates for programming changes, software revisions, and upgrades; act as a liaison between City of Tempe, PRWN and TOPAZ regional radio systems; and coordinate any necessary expansion or interface with other agencies and/or municipalities

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- Ensure speedy and efficient repair and/or modifications to Public Safety communication equipment during crisis and emergency situations
- Plan, prioritize, assign, and manage multiple projects dealing with the voice, data and radio infrastructure
- Meet with customers to identify and evaluate communication needs and develop effective solutions to utilize technology to serve their customers better; act as a Technical Liaison for the Business Analysts for communication technology information
- Oversee and approve the purchase of communications equipment; maintain contact with vendors to obtain information on product changes and new products; and research new technology to ensure compatibility and best fit for Tempe operations
- Coordinate frequency and channel usage with customers and client agencies to assure continued availability and minimal system impact; apply for and maintain valid City radio frequency licenses on all infrastructure with the Federal Communications Commission (FCC)
- Ensure that equipment is in compliance with Federal regulations; perform equipment tests as part of preventative maintenance; adjust and tune FCC licensed transmitters
- Accountable for Tech Center assets and accuracy of asset database; maintain spare equipment and parts inventory; order necessary equipment; and ensure proper stock of critical spares
- Provide lead supervision over technical staff; participate in the selection of staff
- Perform other duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

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Four years of increasingly responsible experience in telecommunications operation, planning and design including voice, video, mobile communications, computer networking, and RF systems and analysis.

Training:

Equivalent to a Bachelor's degree from an accredited college or university in computer science, communications engineering, or a related field.

Licenses/Certifications:

Requires the possession of a valid driver's license.

Possession of, or required to obtain within six months of hire, a valid Cisco Certified Entry-level Network Technician (CCENT) certification.

Possession of, or required to obtain, an appropriate, valid FCC radio-telephone operator's license, or equivalent certificate within one year of hire.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 353

FLSA: Exempt